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THE NDIS PROVIDER GUIDE

Find out how to register as a NDIS Provider,
wherever you are in Australia.



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Becoming a Registered NDIS Provider

The National Disability Insurance Scheme (NDIS) presents some big opportunities for Australian businesses. With an estimated 500,000 people expected to enter the scheme, the NDIS needs providers that can deliver high quality, innovative and diverse supports to people with disability.

Becoming a Registered NDIS Provider can be an overwhelming task, requiring a lot of preparation and planning. This guide steps you through the key things you need to consider before applying.

Please note that the information in this guide is of a general nature, due to the differences and complexities involved with meeting specific service delivery requirements. For more detailed information, refer to [Registration Requirements by Supports and Services](#).

The Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) was formed in early 2018 to implement a new national system to support NDIS participants and providers, replacing existing state- and territory-managed quality and safeguarding frameworks for disability providers.

Following a gradual transition that started in July 2018, since December 2020, the NDIS Commission has been responsible for implementing and overseeing a new, national NDIS Quality and Safeguarding Framework in all states and territories. The Framework includes new [NDIS Practice Standards](#).

The NDIS Quality and Safeguarding Framework has introduced a single, national framework and registration process that applies to all NDIS providers to ensure the quality and safety of all NDIS supports and services.



Key Questions to Answer before you Register as a NDIS Provider

1. Do your values align with those of the NDIS?

The NDIS places people with disability at the centre of their service delivery. Providers must be willing and able to promote their clients' independence, community participation, choice, control and decision making in all aspects of service delivery, as well as the inclusion of their families, carers and other significant people.

If you intend to support NDIS Participants, you must abide by the [NDIS Code of Conduct](#), regardless of whether you are a Registered or Unregistered NDIS Provider.



2. Who will you deliver services to?

NDIS Participants can manage their NDIS funding in different ways. Different funding options can be chosen for different supports and the types of providers that can deliver supports for each type of funding varies. Funding can be:

- **Agency managed:** The National Disability Insurance Agency (NDIA) manages the funding for a participant's supports.
- **Managed by a Plan Management Provider:** A Plan Management provider manages the funding for a participant's supports.
- **Self-managed:** A participant manages the funding for their supports.

Your business must be a NDIS Registered Provider to provide supports to participants whose funding is managed by the NDIA (Agency Managed).

To provide services to participants who are self-managing their funding or using Plan Management services, it is not mandatory to become a Registered Provider. However, in the competitive marketplace created by the NDIS, meeting the quality and safeguarding requirements associated with registration will provide your clients assurance that you can deliver services to the standard they expect.

In addition, to deliver some supports, such as such as Specialist Disability Accommodation (SDA), Specialist Positive Behaviour Support and supports or services that are likely to involve implementing behaviour support plans (e.g. Supported Independent Living, or SIL), you must be a Registered Provider regardless of what type of participants you are supporting.





3. What services will you deliver?

Supports and services that participants can access through the NDIS are grouped into 'Registration Groups', where the quality and safeguard requirements to provide the supports in that group are similar. Most registration groups also have specific professional qualification requirements and expertise expectations associated with them.

Evidence of appropriate qualifications and experience is required to support your NDIS registration application.

Regardless of the NDIS supports or services you intend to deliver, like any business, you will also be required to comply with all relevant local, state and federal legislation, as well as the NDIS Quality and Safeguarding Framework.

4. How do you register as a new or existing provider?

Providers must apply for NDIS Registration, and regularly renew their NDIS Registration, directly with the NDIS Commission.

New Providers

New providers need to apply via an [Online Application Form](#), available on the NDIS Commission's website.

Existing providers

Existing providers will receive correspondence from the NDIS Commission regarding their registration renewal due date, via their inbox within the [NDIS Commission Portal](#). Providers must ensure they engage in the registration renewal process prior to their given due date, otherwise their NDIS registration will lapse.

In both cases, you are required to have a [comprehensive understanding](#) of your obligations as a provider to support your NDIS Registration.





5. Verification or Certification - What is the difference?

The terms Verification and Certification relate to the type of NDIS Audit you need to undergo as part of the NDIS registration process, to demonstrate how you comply with the NDIS Practice Standards. The type of audit you need to undergo will depend on the NDIS services and supports you want to provide.

The NDIS Commission has divided the registration process into two categories:

Verification

Verification audits are smaller-scope audits conducted for businesses delivering lower risk NDIS supports and services to NDIS Participants. Verification audits are conducted offsite by an [Approved Quality Auditor](#), where the documentary evidence you provide is reviewed to determine how you comply with the Verification Module (comprised of 4 Standards) of the NDIS Practice Standards. Documentary evidence includes policies and procedures, supporting documents such as registers and report templates and copies of staff qualifications and criminal history checks. Verification audits are conducted every 3 years and no face-to-face contact is usually required.

Verification registration process:

1. Online application to the NDIS Commission
2. Brief self-assessment against the NDIS Practice Standards' [Verification Module](#) (part of the online application)
3. Upload evidence such as professional qualifications and relevant policies and procedures
4. Arrange and undergo a Verification audit

NDIS Verification Pack for Providers Delivering Lower-Risk Services

Are you delivering lower-risk NDIS services, such as Therapeutic or Allied Health supports, Plan Management, Home Modifications, Vehicle and Transport services, Interpreting and Translation, or Assistive Products and Equipment?

Our NDIS Verification Pack provides everything you need to complete your NDIS registration and undergo your Verification Audit.

[Get Verification Pack](#)

Not sure whether you need to go through Verification or Certification?
Use our [VERICERT TOOL](#) to find out.





Certification

Certification audits are more intensive than the Verification audit process and are conducted for businesses delivering higher risk NDIS supports and services to NDIS Participants. Certification audits are split into 2 stages:

Stage 1 is commonly referred to as the 'desktop audit' and consists of an [Approved Quality Auditor](#) conducting a review of the documentary evidence you provide, to determine how you comply with the 'Core Module' (the 22 Core NDIS Practice Standards) along with any other Supplementary Modules relevant to your NDIS registration application.

Stage 2 comprises an onsite assessment, where your [Approved Quality Auditor](#) will visit your office and service delivery sites to examine your business' implementation of and compliance with the NDIS Practice Standards.

Due to COVID-19, some onsite assessments may be conducted remotely and you can also request remote assessment from the NDIS Commission if you meet certain criteria. You can talk to your auditor about whether this option is available to you. Certification audits are conducted every 3 years, with a smaller scope, mid-term audit conducted at the 18-month mark in between.

Certification registration process:

1. Online application to the NDIS Commission
2. Comprehensive self-assessment against the NDIS Practice Standards – the number of Standards will be determined by the services the business intends to deliver
3. Upload evidence such as professional qualifications and relevant policies and procedures
4. Arrange and undergo a Certification audit

NDIS Certification Policies and Procedures

For businesses delivering higher risk NDIS supports and services, we have developed a time-sensitive and cost-effective solution to your NDIS Registration needs.

Our NDIS Certification Pack provides you with policies and procedures specific to your business and meet the requirements of all NDIS Practice Standards that apply to your service delivery.

[Get Certification Pack](#)

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6. How do you price your services?

A sound Business Plan should underpin your intended operations from the get-go, and be reviewed regularly. At the very least, this should include:

- your business' Vision, Mission, Values, goals and objectives, and how you will achieve these;
- what you intend to provide, how, where and to who;
- how you are going to define yourself in the market to your intended clients; and
- your financial position and objectives, including what you intend to charge your clients.

The NDIA has price controls in place for many support items, which can be found in the [NDIS Price Guide and Support Catalogue](#). For these items, prices charged to participants must not exceed the price control for that support, though less may be charged. No other charges are to be added to the cost of supports, including credit card surcharges or any additional fees including any 'gap' fees or late payment fees.

To price your services so that your business is viable, you must have a good understanding of your costs (e.g. rent, vehicles, staffing, etc.) so that you can recoup these within the prices you set.

